

catch
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Victim First



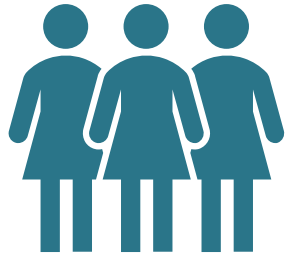
Annual Report

October 2022 – September 2023



Performance

Outcomes



98.9%

of victims feels they have been enabled to cope & recover from the impact the crime had on their lives.



92.2%

of victims were satisfied with the support from Victim First.



As a result of the support provided by Victim First

97.5%

of victims had their level of need reduced.

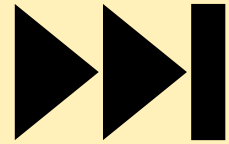


Ministry of Justice Outcomes



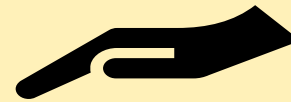
100%

of victims said that the support they received from Victim First improved or sustained their health & wellbeing.



100%

of victims said that the support they received from Victim First helped them to better cope with the situation and move forward in life.



100%

of victims said that the support they received from Victim First increased their feelings of safety or stayed at a consistent level.



100%

of victims said that they were well informed about the criminal justice system and its processes and this has helped them feel empowered.



Performance Snapshot



18,975
referrals received



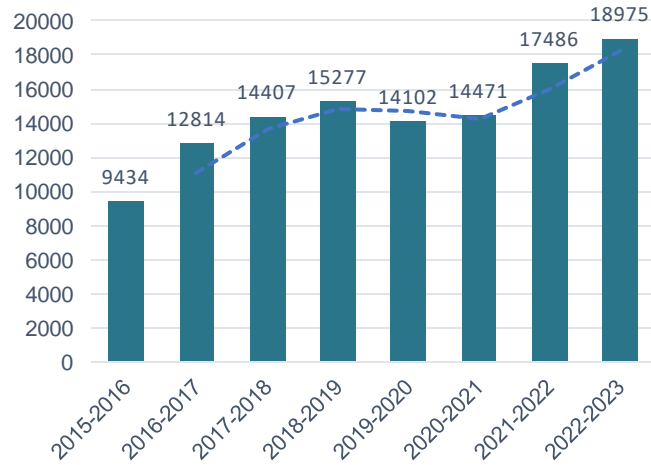
92.2%
of service users were
satisfied with the support they
received from Victim First



2,058 (11.5%)
victims / witnesses received
enhanced support

Trend over the Years

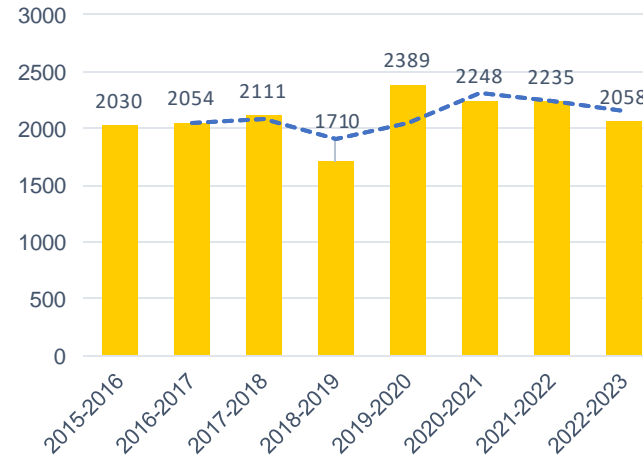
Referred Cases



Average cases referred to Victim First this year was **1,582 per month**.

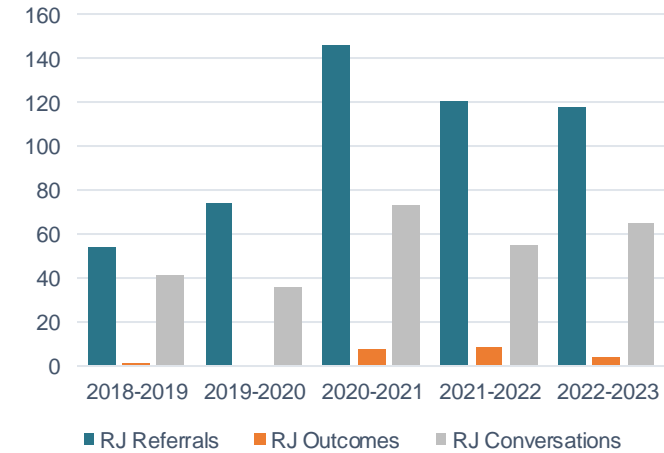
This year, we received **1,489 more** cases than 2021-2022 (17,486).

Enhanced Support



Average number of service users who received support is **2,104** each year.

Restorative Justice



We received **118 restorative justice referrals** this year.

There were **4 'recognised' outcomes**.

There were **65 in depth RJ conversations**.

Through our **pilot project**, there were **24 outcomes** between June and September 2023.

Restorative Justice

Key Data:

- We received **118 referrals** this year.
- We had **4 'recognised' RJ Outcomes:**
 - 4 x Shuttle RJ
- We had **65 'in-depth' RJ Conversations** with our service users.
- **24 outcomes** through our pilot project focusing on the victim's whole restorative journey.

Feedback:

- **100%** of victims were satisfied with the outcome of the meeting and would recommend a restorative meeting of that type to other people in their position
- **100%** of offenders said that they would recommend a restorative meeting with other people.



Restorative Justice Service User

"They were brilliant all the way through, they gave me all the support and advice I needed
They helped me feel comfortable"

#RJWeek2022 #RJWeek



"Overwhelmed to have the opportunity that I thought I would never have"

"I found it so powerful that I cried in front of my family, and I don't ever cry, and found a healing opportunity with my daughter which I never thought was there"

"Really grateful for being able to address the relationship with my daughter"

"150% remorseful and I want to engage with the victim and do anything I can, and more than happy to provide any answers"

RJ Pilot Project

Earlier this year, we collaborated with Dr Ana Oprea from De Montfort University to look at how **we can focus on a victim's full restorative journey**, rather than the end outcome.



Victim First and Dr Ana Oprea (DMU) presented on this project at the Catch22 Third Sector Conference in June 2023.

Things to remember:

1. Restorative processes and practices have to be designed around **what the victims and perpetrators need and want**
2. Direct dialogue between victims and perpetrators may be seen as the golden standard, **but it's not the only way to repair harm**
3. **The journey is as important**, not only the end of it; we can have success without an agreed outcome.

What we had:

- Data that mostly reflects **outcomes at the end** of the restorative process
- Information that **does not clearly reflect the restorative journey** and factors that prevent it from being considered successful
- Quantitative data
- Work that the Restorative Justice Specialist Caseworker does

What we need:

- **Data that produces clearer outcomes throughout the process** and at the end of it
- More **insight into the restorative process** and the factors preventing it from reaching success, both throughout and at the end of it
- **Quantitative and qualitative data**
- Work that all the Caseworkers do across the service

What we did:

- We split the process into **different stages** (referral, preparation, practice and follow up)
- **Record reasons for closure** that reflect the stage reached
- **Collect comments from victims about success and what it means to them**
- **Record the repair work** carried out by all Caseworkers
- We implemented a new way of recording outcomes as of June 2023. **As a result, we have identified 24 restorative outcomes as a result (5 in June 2023, 19 between July and September 2023)**

Children & Young People

Key Data:

- We received **1,790 children & young people referrals** this year.
- We **closed 1,699** children & young people cases.
- We provided **enhanced support to 174 (10.2%) children & young people**.
- Delivered **9 Group Sessions delivered**. In addition to 'Impact of Crime' sessions also delivered to school and youth groups.

Feedback:

- **100% of the children & young people we supported** said that the support from Victim First was **“very good”**.

“Victim First has helped me massively after having to use the service for my daughter (6 years old). Jasmine was absolutely amazing. My daughter felt she could talk to her and everything Jasmine has suggested is slowly working - obviously things take time.”

Service User



- Keeping Safe -
ONLINE GROUP SESSIONS
For children and young people aged 8-17yrs

Monday 21st August, 4-4:30pm - Resilience

Tuesday 19th September 4-4:30pm - Healthy Relationships

For registration or info:
email support@victimfirst.org
Call 0800 953 9595



www.victimfirst.org
0800 953 9595

Twitter: @Victim1st
Facebook: @Victim1st



Case Study

After witnessing her parents racially abused by their neighbour, Victim First supported a 9yr old who was feeling scared and struggling to sleep.

After receiving support from our specialist children's worker using techniques including worry monsters and sleep charts, the child was able to sleep through the night and not wake up scared.

Mum thanked the caseworker and expressed how without Victim First's support, she would not have known how to help her daughter.

#SeekSupport2023

Service User Feedback

This feedback has come from service users who completed our online or over the phone survey.

92.2%

of our service users said that they were 'Completely Satisfied', 'Very Satisfied' or 'Fairly Satisfied'.

"They gave good advice on the help I needed and who I need to call"

Adult Service User

"With Richard, he was absolutely fantastic, went above and beyond and I felt he did all his part and was a very lovely person that looked out for me"

Adult Service User

"The passion to help me (a victim) and giving really good advice for someone who had no clue, Heather explained everything very well. You can tell Heather was meant to be in this role. You come across advisors in customer service but sometimes you come across special people who really are stars."

Adult Service User

Positive Feedback



"I feel much stronger and I have more confidence to go out

I feel much better now as I have a plan for dealing with negative thoughts

I could not have done it without your **support**



Stakeholder Feedback

This feedback has come from partners / organisations who completed our annual stakeholder survey.

100%

of our stakeholders fed back that they find Victim First **easily accessible and contactable.**

100%

of our stakeholders fed back that **they understood what they can expect from Victim First** and what support we can offer.

100%

of our stakeholders fed back that **Victim First shows willingness to engage and work with partner agencies.**

100%

of our stakeholders said they would **work with Victim First again.**

“Working with the Senior Caseworkers from Victim First is a pleasure. They always give 100%, their valuable contribution assists greatly with wider organisational changes and they are brilliant at what they do.”

Leicestershire Police

“We have worked with Victim First for over the past 2 years – is a really positive working relationship. We have worked with Manjeeta who is so responsive and helpful.”

Stakeholder, Stakeholder Survey 2023

“A dedicated and committed team who offer great advice and support to the force.”

Stakeholder, Stakeholder Survey 2023

“As a stakeholder / partner agency, the main updates we receive from Victim First are completed referral forms relating to clients accessing our service. The completed forms and related communication are precise and timely.”

Stakeholder, Stakeholder Survey 2023

“Information received directly or given to victims and fed back to me has always been effective and relevant and has been well received.”

Stakeholder, Stakeholder Survey 2023



Key Highlights & Achievements from 2022 - 2023

October – December 2022



Victim First team at the Victim Services Staff Conference in October 2022.



Catch22 held its first **Victim Services Conference Day** alongside Nottinghamshire Victim Care and Hertfordshire Beacon.

The team received **refresher training** from the **Restorative Engagement Forum** on different ways to be restorative when providing support.

Our Specialist Restorative Justice Caseworker, Jas Purewal represented Catch22 and expressed interest with the **All-Party Parliamentary Group for Restorative Justice**.

We **celebrated Restorative Justice Week** by raising awareness on our social media platforms and attending the RJC Conference.

Victim First were at the forefront of Catch22's campaign for **16 Days of Action** – raising awareness of VAWG. See here: <https://t.co/rDmplO3LEt>

We held our **2nd Victim Services Wellbeing Forum** in Leicester.

Some of the staff at Victim First attended **Catch22's Townhall Event in Nottingham**. Our CEO went through the new business plan for the next 5 years and it was an opportunity for the team to ask questions and offer ideas.

The Police and Crime Commissioner along with some of his team came along to our **December team meeting**.

The new Director for Justice at Catch22, **Matt Randle** visited the service for the **1st time** and spent some time getting to know the service and the team.

January – March 2023



We attended the **EMPOWER workshop (University of Leicester)** to work with other partners across East Midlands to tackle violence against women and girls.

We were at the University of Leicester to promote our **student drop ins** for students who may have been victims of crime.

Victim First contributed to **Catch22 Policy Workshops** which discussed themes such as Restorative Justice, Online Harm & Fraud.

We took part in a really **positive workshop with the OPCC** to discuss all things Victim First.

Our Specialist Children & Young People Caseworker went to visit our sister service, **Beacon**, to learn best practice and get some ideas on **how we can support CYP more effectively**.

We held our **Champions Meeting** with local partners & organisations.

We held our quarterly **Community Café** with our service users.

The team supporting the **#UKSAYSNOMORE** campaign and saying no more to domestic abuse and sexual violence

Sian and Chloe at the **Melton Hope Centre** talking to residents of Melton, and providing support and advice in relation to being a victim of crime.

Richard & Neelam were out & about in Coalville, talking to residents and meeting the **Enrych group** about Victim First.

April – June 2023



Chloe & Jasmine **delivered a session to students at Gateway College** about the support available to victims of crime.

Ana Oprea from De Montfort University **delivered a session to team about restorative justice and how its principles** apply to the work we do with all our victims.

Head of Service, Manjeeta Sunnar-Atwal, Specialist RJ Caseworker, Jas Purewal, along with Dr Ana Oprea from De Montfort university **presented at the Catch22 Third Sector Conference** about restorative justice outcomes focusing on the whole journey not just outputs.

Massive Congratulations to our Specialist Restorative Justice Caseworker, Jas Purewal & our Specialist Children & Young People Caseworker, Jasmine Wilkinson for being shortlisted for Catch22 Awards. On top of that, 9 other staff were nominated, as well as the whole team!



July – September 2023

Pinned
Victim First @Victim1st · Oct 12
Watch our mini documentary about our service supporting victims of crime in Leicester, Leicestershire & Rutland.

Catch22 @Catch22 · Oct 9
"Everything that we do is to ensure that the victim is being put at the centre of their journey."
@Victim1st is a free, independent, and confidential service supporting victims and witnesses of crime....
[Show more](#)



As part of our wellbeing strategy, we held 3 separate team lunches for our team this month.

Victim First were visited by Catch22's Director for Justice, Matt Randle as part of a service visit.

We were invited to be part of a Restorative Justice roundtable hosted by partners in Nottingham.

Catch22 came to Victim First this month to speak to a few staff members about the work they do at Victim First and was able to film their thoughts as part of a mini documentary. Here is the documentary: [Taking a victim-led approach | Victim First - YouTube](#)

We have a new Domestic Abuse Caseworker to support the service with the increase in domestic abuse cases.

We had a great evening at the Intercultural Event hosted by Chief Constable at Leicestershire Police HQ. Celebrating diversity in our community and fostering positive relationships across LLR.

We attended Leicester PRIDE alongside Leicestershire Police.



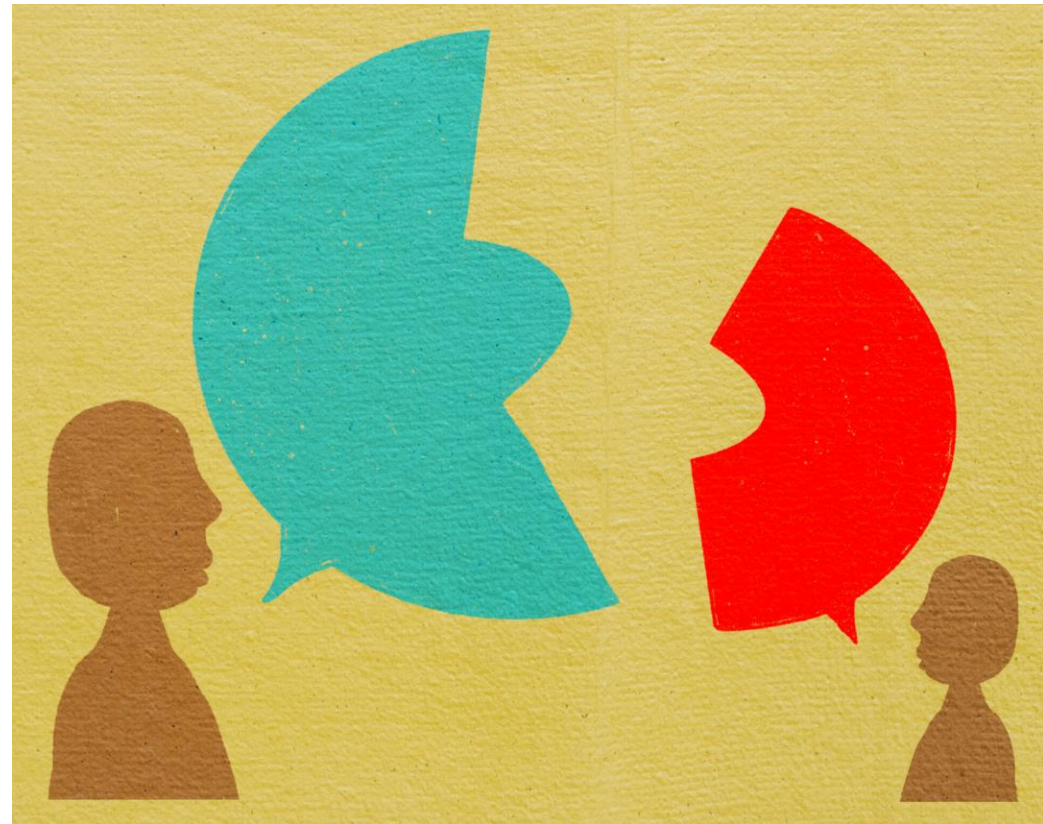


Review of Goals for 2022 – 2023

Have a restorative approach to everything we do as a service

Key Highlights & Achievements:

- **Continuously building staff confidence in explaining what RJ is to a service user or another professional by making sure the team have up to date training and are referring at least 2 cases to our Specialist RJ Caseworker every month**
- To increase 'successful' RJ outcomes – we have build a new way to measure success of a victim's restorative journey
- **The team are asking more restorative questions when communicating e.g. restorative team meetings, when capturing case studies etc.**
- Delivered inputs to VRN, Probation teams and Witness Care Unit on Restorative Justice to try and increase external referrals.



Continue to develop our community & engagement offer

Key Highlights & Achievements:

- **We delivered drop-in support sessions on campus for both Loughborough University and University of Leicester for students who have been impacted by crime**
 - Delivered a Lecture at Lough University for Criminology students around impact of crime
 - **Attended a careers fair at De Montfort University to support with our recruitment of volunteers**
 - Attended our regular drop-in support session at Loughborough Wellbeing Café
 - **Caseworkers delivered presentations to the Crime Bureau and ID unit to help raise awareness of Victim First and improve and increase quality of referrals from these teams**
 - Ran a '#seeksupport' campaign on our social media alongside other victim services to help encourage victims to know their rights and come forward to access support
 - **Attended Empower Project Conference to discuss research around VAWG**
 - Attended a police multi-agency event in Leicester Haymarket, handing out leaflets to members of the public and raising awareness about support available
 - **We set up a new drop-in service at De Montfort University alongside No Space for Hate providing support to students who have been victims of hate, crime and harassment**
- Delivered an input to a women's group in Syston who fed back *"Just wanted to say a big thank you to the two ladies who visited our group this morning. They did so well, they told us as a group what your organisation did & then proceeded to talk with some of our people one to one. They were both very pleasant & knowledgeable. Thank you once again for working with us, it was very much appreciated."*
 - Held our first Community Café of the year at Zinthyia Trust's Chapel Café, spoke with members of the public about their experiences and liaised with other professionals who attended such as Juniper Lodge, First Contact Plus and the Fraud Vulnerability Officer from Leicestershire Police.
 - **Attended a police beat surgery in Market Harborough alongside officers, spreading awareness to members of the public and building links with local PCSO's**
 - Held drop-in support sessions at Melton Hope Centre, Coalville Feel Good Café and Loughborough Wellbeing Centre, providing an opportunity for people to access support in their local community.
 - **Delivered an input to council and housing professionals as part of ASB training event at FHQ on and how Victim First can support victims of ASB**
 - Worked with University of Leicester to film a video promoting our drop in sessions – the video included advertising the support we offer, how to access support and other info for students
 - **Attended the Zinthyia Trust Domestic Abuse Coffee Morning, providing information about our service and networking with other DA services**
 - Hosted our 2nd Community Café of the year at Chapel Café in Leicester City. It was attended by services users and professionals including Vita Minds, Tell Mama and partners from Charnwood Council where we discussed partner working and fed back on our services

Continue to develop our CYP provision

Key Highlights & Achievements:

- **New CYP leaflet has been created to be more CYP friendly to attract more CYP referrals.**
 - Specialist CYP Caseworker & Deputy Head of Service completed an Advanced Safeguarding Children Level 2 course to improve response to safeguarding children at Victim First.
 - **We have set up links with local police cadets; organising and delivering ongoing group sessions to youth cadets on the impact of crime and Victim First support.**
 - We have updated and refreshed the CYP pages on our website, ensure the information is still relevant up to date and appropriate for CYP across LLR.
 - **Delivered 9 group sessions this year.**
 - Jasmine and Caseworker Chloe delivered a group session to an assembly of 45 young people at gateway college on impact of crime and Victim First support.
- Jasmine created new flashcards aimed at CYPs to be used on visits to help explain VF support to young people.
 - Jasmine was nominated for the 'Rising Star' award at Catch22 annual staff awards for her commitment, energy and passion given to the CYP role at Victim First.
 - CYP lead area have also created a new 'group sessions offer' for school, youth groups and professionals, which outlines the offer of different group session Victim First can offer to deliver to young people, including safety planning sessions, worry monster sessions, impact of crime sessions and healthy relationships etc. This offer has been sent out to CYP specialist organisation across LLR to book.